To ensure stakeholders can review the Board’s progress in meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

**Volume**

Number of complaints and convictions received.

**Q4 Total:** 55  
*Complaints: 19  Convictions: 36*

**Q4 Monthly Average:** 18

![Volume Graph](graph1.png)

**Intake**

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

**Target:** 10 Days  
**Q4 Average:** 13 Days

![Intake Graph](graph2.png)
**Intake & Investigation**
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

**Target:** 200 Days  
**Q4 Average:** 450 Days

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**Formal Discipline**
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

**Target:** 540 Days  
**Q4 Average:** 588 Days

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**Probation Intake**
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

**Target:** 10 Days  
**Q3 Average:** 23 Days
Probation Violation Response
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days
Q3 Average: N/A

The Board did not handle any probation violations this quarter.